

EVA International, publisher of *Airline Handling International*, is delighted to present



Crowne Plaza Brussels Airport Hotel October 22-23, 2009

DAY ONE: SURVIVAL AND SUCCESS

Co-chairman: Chris Notter, Independent Consultant

Co-chairman: P Balasubramanian, Manager Cargo Global Operations Services, Emirates SkyCargo

Event hosted by

08.00 Registration and welcoming coffee

9.30 Chairman's opening remarks



SESSION ONE: SURVIVAL AND SUCCESS

9.35 Key note address: journey through change

How have the economic realities of recent years impacted on the way in which airlines do business with handlers? How is the global air cargo industry being reshaped and what are the implications for cargo handlers? Have handlers learned that the secret of success is knowing that handlers must change, when they should change and how to implement change in terms of timing, workforce and customers?

Lutz Grzegorz, Head of Global Handling Management, Lufthansa Cargo

10.00 Towards a true partnership approach to quality and price: creating relationships for success

If service on the ground is key to a shipment, why is it that 95% of airline ground handling decisions are price-related? With carriers constantly demanding more for less, cargo handlers are in a difficult position, but there are ways for the two sides to work together for mutual benefit. Can a true partnership work given the different understanding of customer services? An analysis of: initial differences; the allocation of responsibility; the complexity of demand and training.

Mattijs ten Brink, Vice President Global Operations, KLM Cargo

10.25 Understanding the bottom line and the balance sheet – marriage or divorce

Cargo handling is a business like any other so that, in the final analysis, the bottom line is what makes or breaks the business. Is there enough focus on and understanding of operating within profit margins? What should a healthy handler's balance sheet look like? Alternatives to asset overload. Taking advantage of airlines' decisions to outsource in order to outlive the competition. Understanding economy of scale. Knowing when to stop. And how can a handler assist airline clients in the quest to establish a healthy air transport industry.

Dave Hinderland, Principal, SH&E Air Transport Consultants

10.50 Questions and discussion

11.00 Break for coffee

SESSION TWO: DEFINING CUSTOMER AIRLINE NEEDS

11.30 IATA - when airline member success depends upon fast and accurate handling

No two airline operations have exactly the same model when it comes to carrying cargo and yet they all potentially suffer the same dilemma on the ground: how to prevent the slow, mis-handled freight potentially sitting on the ground and frustrating airline operations. What is IATA's perspective on what its member airlines - with all their different business models - are seeking from handlers and what is IATA's role in achieving the fast movement of goods on the ground?

Aleks Popovich, Global Head of Cargo, IATA

11.55 TNT Airways – when speed depends upon handling

TNT Airways is the freighter operating unit of TNT Express. The airline's objective is to provide TNT Express with a safe, reliable and cost effective air freight network connecting daily all TNT Express locations globally. To what extent does this express cargo airline rely on third party handlers to achieve this speed oriented strategy and how far is this an in house function? Can speed be outsourced?

Niky Terzakis, Chief Executive Officer, TNT Airways

12.20 Panel discussion: a fresh look at service levels – easy to use or a battering ram?

A new cargo airline takes out a fresh sheet of paper and sets out its service levels. How should it create the perfect service level agreement? Is there such a thing and should this come from the handler rather than the airline? Would an airline listen to a cargo handler that insists on setting the service levels in the name of standardisation? If so, what should these service levels be to win a new airline's business? A panel discussion addressing: service level agreements or ground handling agreements; add-ons and unique selling points; investment levels; and quality.

Panel chaired by Chris Notter with the following panelists:

Nils Pries-Knudsen, Senior Vice President Europe, Swissport

Peter Somaglia, Managing Director, Cargologic

*Garry Marshall, Managing Director, Express Air Services
Servisair*

12.50 Questions and discussion

13.00 Break for lunch and viewing of exhibition

SESSION THREE: TRAINING

14.30 New airline, new expectations: are they being met?

Cargo B Airlines started operations on 14 October 2007 with flights to Johannesburg and now operates a fleet of 747-200 freighters on a scheduled basis. However, the freighter airline will also carry out cargo flights in accordance with customer and market demands to airports in the Middle East, Far East, Africa and South America. As a new airline, what are this cargo airline's expectations of the cargo handling community and are these expectations being met? Is the airline having to undertake training of handlers at destination airports to ensure standards are achieved? Is training the key or is supervision the preferred option to guaranteeing the ground support of a new cargo airline?

Robert Kuijpers, President and Chief Executive Officer, Cargo B Airlines

14.55 Reversing the decline in training – have we stopped investing in our industry’s future and, if so, what and how should we change?

You can have the fanciest facilities with all of the latest technology but if the training is not there, it counts for nothing. People remain the most important asset in a service industry like cargo handling. What is best practice when it comes to airline training of in-house handling staff?

Paul Linders, Regional Security Manager, CEVA Logistics, and Training and Development Director at the Transported Asset Protection Association (TAPA)

15.20 Reinvesting in training: becoming handling innovators and sophisticates

Mergers and acquisitions demand a mix of skills and strategies; and training is key to the success of new organisational structures. What can be done and what are the benefits? It is time for handlers to set the pace and make genuine forward progress. How can handlers better demonstrate their willingness – and capability – to become a true extension of the airline on the ground through training? It can’t just be more of the same.

Olivier Bijaoui, Chief Executive Officer, Worldwide Flight Services (invited)

15.50 Questions and discussion

16.00 Break for coffee

SESSION FOUR: BUSINESS DEVELOPMENT

16.30 Towards sustainable growth – fit to succeed and fully trained: where are the future opportunities?

Where are the market opportunities for expansion and what pitfalls should be considered? How should growth be managed and what model should be pursued? The country framework versus the business line structure.

Dirk Goovaerts, Senior Vice President Europe, Menzies Aviation

16.55 Creating the optimum handling portfolio

Strategies for creating a balance between hub airports and feeder airports; freighter operators and belly carriers. What is the optimum mix of geography, customer profile and volume? Quality versus quantity. Labour cost considerations when developing a client portfolio.

Heath White, Chief Executive Officer, Aviapartner Cargo

17.20 Questions and discussion

17.30 End of day one

19.00 Evening reception

DAY TWO: DELIVERING PRACTICAL SOLUTIONS

Co-chairman: Chris Notter, Independent Consultant

Co-chairman: P Balasubramanian, Manager Cargo Global

Operations Services, Emirates SkyCargo

08.00 Welcoming coffee

09.30 Chairman’s opening remarks

SESSION FIVE: CARGO SECURITY

09.35 Key note presentation: solving the security conundrum

New security regulations have placed extra pressure on all parts of the logistics chain, with cargo handlers no exception. And the challenges are about to become greater with new TSA rules mandating 100% screening at piece level of cargo transported on passenger aircraft. How can handlers prepare for this and streamline their security processes?

Sandy Scott, Managing Director Cargo Operations, American Airlines

Harold Zielinski, Head of Security & Environmental Management, Lufthansa Cargo

10.00 Caretakers and policemen: developing air cargo security standards.

Overcoming the air cargo security conundrum through the development of security standards with industry bodies. The importance of the top-down, industry-wide approach to security. Who are the stakeholders and what do they seek to achieve? Where does cargo security begin and end and to what extent is air cargo security simply a link in the chain? What is TAPA and how does it achieve its aims? What is the role of the handler in achieving the secure movement of freight?

Jason Breakwell, Director of TAPA EMEA, and Commercial Manager, Rutjes Cargo

10.25 Getting it right for the shipper – security, awareness and understanding

When air cargo logistics chains become convoluted and lengthy, it is often easy to forget that the point of the exercise is the secure transportation of a shipper's goods at reasonable cost. In the quest for enhanced security, have cost and delay got in the way of the shipment of cargo or do shippers welcome the regulation and scrutiny associated with air cargo handling?

Nicolette van der Jagt, Secretary General, European Shippers' Council

10.50 Questions and discussion

11.00 Break for coffee

SESSION SIX: CREATING SPECIALTIES AND UNDERSTANDING THE FUTURE

11.30 Creating competitive advantage

Airlines have gained a reputation for handling specific specialty goods (perishables, pharma, etc) so why not handlers? What revenue opportunities are there and what kind of investment is required?

David Bang, Chief Executive Officer, and Michael Vorwerk, Chief Operating Officer, LifeConEx

11.55 Tying in quality infrastructure with quality services

With airlines looking to reduce their carbon footprints, the pressure will be passed on to major suppliers. Handlers need to be ready to make green investments at a time when they can least afford it and if the pressure to perform does not come from the airlines it will certainly come from the airports. What must handlers do?

Jos Stroobants, Director Aviation Development, The Brussels Airport Company

12.20 Questions and discussions

12.30 Closing lunch